



DEPARTMENT OF THE ARMY
HEADQUARTERS, 19TH THEATER SUPPORT COMMAND
UNIT #15015
APO AP 96218-5015

REPLY TO
ATTENTION OF:

EANC-PA

29 OCT 2004

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy Letter #28 - Management of 19th TSC Web Based Information Services

1. REFERENCES.

- a. Department of Defense Website Administration Policies & Procedures, 25 November 1998, (with Amendments and Corrections thru 11 January 2002).
- b. Department of Defense Memorandum, Accessibility of DoD Websites to People with Disabilities, 21 July 2000.
- c. Department of Defense Instruction 5230.29, Security and Policy Review of DoD Information for Public Release, 6 August 1999.
- d. Department of Defense Memorandum, Clearance Procedures for Making Electronic Information Available to the Public, 17 February 1995.
- e. Department of Defense Memorandum, Privacy Policies and Data Collection on DOD Public Websites, 13 July 2000.
- f. Department of Defense Memorandum, Public Key Infrastructure, 6 May 1999.
- g. DDS MGT Bulletin, Policy Governing Domain Registration in the ".MIL" Domain, 24 September 1996.
- h. Department of Defense Memorandum, Government Information Locator Service (GILS), 2 September 1995.
- i. Department of Defense Instruction 5120.4, Department of Defense Newspapers, Magazines, and Civilian Enterprise Publications, 16 June 1997.
- j. Department of Defense Memorandum, Removal of Personally Identifying Information of DoD Personnel from Unclassified Websites, 28 December 2001.
- k. Department of the Army, Guidance for Management of Publicly Accessible U.S. Army Websites, 30 November 1998.

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l. Army Regulation 530-1, Operational Security, Operations Security Checklist for Publicly Accessible Army Websites (v 5.0 29 January 1999) , 3 March 1995.

m. USFK Memorandum, U.S. Forces Korea Public Access World Wide Web Information Service, April 1999.

n. AR 380-5, Department of the Army Information Security Program, 29 September 2000, Appendix E: Security Procedures for Documents Created for and on Automated Information Systems and Internet Web-based Display.

o. Standard Operating Procedures for Required and Supplemental Submissions to 19th TSC Websites.

2. PURPOSE. This policy memorandum:

a. Supersedes memorandum: "Establishing and Maintaining the 19th TSC Website, Subordinate Command Home Pages and Web Based Information Services," 17 June 1999 and supplements policies and guidance listed in References (a) through (n).

b. Updates policies, responsibilities, and procedures for internal control, review, and management of authorized web based publishing and information services within the 19th Theater Support Command (19th TSC), and subordinate units.

c. Outlines and directs the establishment of a 19th TSC Web Development Team comprised of headquarters and subordinate command representatives.

d. Details submission and update requirements, processes, and standards for electronically published information on 19th TSC websites.

e. Provides policy and actions for reporting unauthorized websites, or sites posting unauthorized information targeting or pertaining to 19th TSC personnel or assets.

3. APPLICABILITY. This policy applies to all units, organizations, and personnel within or subordinate to the 19th TSC.

4. GENERAL POLICY.

a. The 19th TSC will maintain a single, publicly accessible, theater-wide, website for electronically publishing information cleared for public release, and a single limited access Internet website for the electronic dissemination of unclassified information which may not be appropriate for general public release.

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(1) Stand alone websites will not be authorized within the 19th TSC, nor developed on behalf of the 19th TSC by active duty or reserve military personnel, DoD civilian officers, government employees, non appropriated fund employees, or special government employees of any DoD Component. Websites housed on government computers within the 19th TSC not specifically granted exception to policy, and authorized in writing to electronically publish information by the 19th TSC, will suspend operations. The contents of unauthorized sites will be removed and submitted through the Webmaster for placement on authorized servers.

(2) Previously authorized independent Websites will be permitted to continue operations subject to continued compliance with all applicable policies, directives, and regulations, as determined by the results of periodic reviews.

b. Oversight and management of these websites is the responsibility of the Webmaster, Electronic Management Control Team, and Web Development Team.

(1) The appointed 19th TSC Webmaster will serve as the primary point of contact and coordinate all matters pertaining to electronic publishing. The appointed Webmaster will additionally serve as the Chairperson on the Web Development Team.

(2) The 19th TSC Electronic Management Control Team, under the Commanding General, is the final approval authority for all electronically published information pertaining to the 19th TSC, its personnel, and/or assets.

(3) Day-to-day management and development of the 19th TSC Internet site is the responsible of the Web Development Team. Electronic postings of information to authorized servers or server capable computers will only be accomplished by, or with the written approval of, the 19th TSC Web Development Team.

c. Unauthorized sites, or sites publishing unauthorized information pertaining to, or directed towards, the 19th TSC, its personnel or assets, will be reported to the chain of command upon discovery. When necessary, official requests to block the site's IP address to all USFK computers will be forwarded to the 8th United States Army Webmaster, and if applicable, disciplinary or legal actions will be initiated against the developer(s).

5. ENFORCEABILITY.

a. Chief of Staff, 19th TSC will appoint, in writing, one individual to serve as the Command Webmaster to fulfill the responsibilities outlined in paragraph 5h.

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b. Assistant Chief of Staff, G-3 will additionally serve as a member of the Electronic Management Control Team, responsible for internal controls that ensure information intended for, or electronically published by, 19th TSC Websites do not jeopardize operational security.

c. Assistant Chief of Staff, G-6 will additionally serve as a member on the Electronic Management Control Team, responsible for providing:

(1) Internal control and guidance relating to electronic posting of information and ensuring compliance with applicable policies and regulations that pertain to electronic publishing and automated data processing functions.

(2) Technical expertise and maintaining equipment necessary for the 19th TSC Websites to be properly and continuously available, to include server installation and configurations, server extension and editor password configurations, and updating server patches as recommended or required by commercial program developers.

(3) Necessary security measures appropriate to the level of information being served to include server security certification and accreditation procedures in accordance with DoD Directive 5200.40.

(4) Backup methodologies as part of Website architecture to ensure information will not be lost in the event that web servers are corrupted, damaged, destroyed, or compromised.

d. Staff Judge Advocate, will additionally serve as a member of the Electronic Management Control Team, responsible for internal control guidance to ensure information, content, and methods used to electronically publish information over 19th TSC Websites do not violate international copyright, libel, or privacy laws.

e. Public Affairs Officer, will additionally serve as a member on the Electronic Management Control Team, responsible for providing policy oversight and guidance to ensure the absolute credibility of information released to the public through publicly accessible web information services.

f. The Electronic Management Control Team is collectively responsible for ensuring submitted or developed information, content, and methods employed and published electronically over the 19th TSC Internet or Intranet Websites are reviewed and in compliance with current policies and regulations. Under the Commanding General, they serve as the final approval authority on all electronic publishing matters.

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g. The Webmaster is responsible for daily coordination to ensure the successful and proactive operation and development of 19th TSC's authorized websites, and the termination of sites that do not comply with established policy or regulations. Additionally the Webmaster will:

- (1) Accept and conduct initial reviews of materials submitted for posting on the websites.
- (2) Coordinate review processes of submissions between members of the Electronic Management Control Team.
- (3) Maintain liaison between the Electronic Management Control and Web Development Teams to ensure overall compliance with applicable policies and regulations.
- (4) Accept and approve Web Development Team nominations, notify, coordinate, train, organize, monitor, and serve as the Chairperson and Team Leader for the Web Development Team.

h. The Web Development Team is responsible for:

- (1) Conceptualizing, developing, constructing, maintaining, and obtaining authorization for all materials contained within the 19th TSC World Wide Internet Website and Intranet Site.
- (2) Serving as the official action agents for processing web update requests, authorizations, clearances, and relaying policy guidance for 19th TSC and subordinate units.
- (3) Maintaining liaison with the 19th TSC Assistant Chief of Staff G-6 (ADP) to provide or request technical support consistent with existing policy.
- (4) Ensuring all information, content, and methods employed by 19th TSC servers are current and in compliance with applicable policies, regulations, and recommended best practices as determined by the Department of Defense, Department of the Army, or 8th United States Army.
- (5) Staffing and responding to queries received from the public related to information contained within, or omitted from, 19th TSC Websites.

i. Individual Web Development Team members are responsible for:

- (1) Keeping abreast of current and emerging technologies, policies, best methods, and employing those authorized within 19th TSC websites.

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(2) Proactively taking part in Web Development meetings, conferences, discussions, and/or actions.

(3) Notifying command group representatives four months prior to rotation and providing replacement nominations.

j. Principal Staff assistants, subordinate commanders, and their subordinate unit commanders are responsible for:

(1) Providing and updating the required minimum essential information as outlined in References (o) to this policy memorandum.

(2) Submitting bi-annual Certificates of Review as described in References (o), and/or updated information that pertains to their command or its activities which is being published on 19th TSC websites, or as required to ensure continued accuracy.

(3) Discontinuing, monitoring and/or reporting unauthorized websites discovered that actively publish information directed toward personnel, or promote assets under their operational control.

(4) Nominating and providing individuals to represent their command as active participants and members of the 19th TSC Web Development Team, as outlined in References (o). Nominees should have at least seven months remaining on their current tours. Nominees can be of any pay grade, but should be responsible, capable of proactively working as a team member, with a high interest, and a working knowledge of the web development.

(5) Supporting their unit Web Development Team representative by providing sufficient time, incentives, funding, or other support needed for that representative to successfully fulfill his or her responsibilities to the team.

(6) Ensuring personnel under their command are educated and alerted to the potential damage unauthorized electronic publishing can have on operational and individual security, the image of the 19th TSC, its assets or personnel, and the probability of disciplinary or legal actions against individuals disregarding those potentials.

6. PROCEDURES.

The 19th TSC Webmaster will serve as the primary point of contact, receive and coordinate all action requests pertaining to the command Internet and Intranet websites, content, methods of publication, and security.

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a. Requests to post or expand website content will be forwarded to the Webmaster for approval utilizing methods and procedures outlined in Reference (o).

b. The Webmaster will review contents submitted for inclusion into websites to ascertain its compliance with policies set by this memorandum and the guidance and directives contained in References (a) through (n). Based on the results of that review, information will be returned to the requestor citing areas of non-compliance or submitted with recommendations to the Electronic Management Control Team.

c. The Electronic Management Control Team members, representing the priorities of their individual staff sections, will evaluate all information submitted and electronically published over 19th TSC Internet and Intranet to ensure that information and methods of publishing do not place national security, DoD personnel or assets, mission effectiveness, or privacy of individuals at an unacceptable level of risk. Upon completion of each review, members will indicate concurrence or note reasons for non-concurrence with the Webmaster's findings. With full concurrence, materials will be returned to the Webmaster for appropriate coordination with 8th United States Army, or forwarded for posting by the Web Development Team. The Web Development Team will notify the requesting unit once the materials are approved and online. With a single non-concurrence, materials will be returned to the Webmaster and/or the submitting unit or agency for corrective action(s) as required.

d. Command appointed members of the Web Development Team will continuously review and develop the Internet site as a team, incorporating and taking advantage of the most recent technologies authorized by 8th Army, USFK, DA, and DOD. They will ensure all information published complies with existing policy and guidance, and incorporate new content and updated materials upon approval.

e. Staff sections, commands, and units will submit required information, supplemental information, Internet materials and updated materials to the 19th TSC Webmaster for inclusion into the Internet and Intranet websites in accordance with requirements and standards outlined in Enclosure 1 of this policy.

f. At six month intervals, each staff section, subordinate command and unit will review electronically published information pertaining to their command and submit updated information or provide a Certificate of Compliance, stating content has been reviewed, is accurate, and complies with this policy letter. A sample certificate is contained in Reference (o).

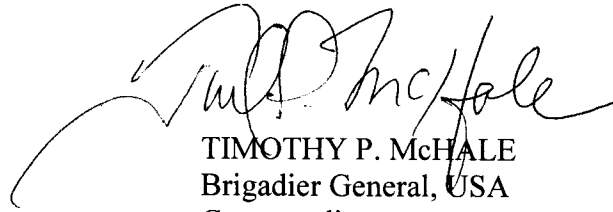
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g. Websites within the command, or websites which appear to be contradictory to existing policies and regulations; or appear to be unrelated to the command and are posting or promoting information pertaining to the 19th TSC, its personnel, or assets, will be reported by IP address to the Webmaster upon discovery. The Webmaster will review the contents and take actions aimed at bringing the site into compliance with current regulations. If compliance is not achieved actions will be taken to ensure the site is discontinued or blocked.

7. SUPERSESSION. This policy is effective immediately and supersedes 19th TSC Policy Letter 28, dated 24 January 2003.

8. The point of contact for this action is the Public Affairs Officer, 768-6638.



TIMOTHY P. McHALE
Brigadier General, USA
Commanding

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